


Performance and Communications : First 13 Weeks



Assess

 Weeks 1-3



 Quarterly and Monthly
BSC Release Schedule



Urgent Deliverables



RED **AMBER**
Review all 26 KPI
Relevant to APHA WSD



Absorb MI dataflow
CSC, NDCC, NDOMs, FOB
Data, WFD Profiles



Develop

 Weeks 4-9



Deep dive into RED & AMBER KPI Issues
Root Cause ID, Accurate WFD profiling, Endemic Disease TB



Proactive Performance Reporting

Working closely with DG, team leads for continuous process improvement, and higher accuracy in local reporting



Identify and deliver Quick MI Wins

Visible progress would build confidence in ongoing initiatives, and illuminate challenges to implement comprehensive changes



Audit Outbreak Management Information Systems

Ensure updated information is available to facilitate decision making for local leadership



Review

 Weeks 10-13



Systems for Regular Performance Monitoring

Develop dashboards, execute flexible and improved processes which are ready for evolving reporting demands from seniors

Start working on Long-term improvement Plans

To implement changes which address systemic data capture issues specific to Wales Service Delivery



Local Authorities

OCVO
Welsh Govt.

FSA Wales

DEFRA
NDCC
APHA Cymru



Engage Stakeholders

Audit guidelines, content, surveys, and reports



List Priorities
for upcoming weeks



Wales Stakeholder Engagement Strategy

Evaluate, coordinate and organise feedback sessions to further improve existing strategies



CS People Survey Engagement Analysis

Develop future initiatives, report and advise WFD managers and senior leaders



Develop Content to Inform Target Audience

Collaborate with DEFRA, Welsh Govt., APHA comms. to create new content, and plug gaps in existing communications



Continuous engagement and feedback loop

Ensure ongoing feedback from teams about new processes and performance initiatives to meet all stakeholder needs

Sustainable Communication Framework

Maintain transparency, ensure agility and implement approaches which keep everyone informed and engaged